

**People Leading Accessible Networks of Support (PLANS)
Family Support 360
Statewide Workgroup
March 9th, 2006
Pierre, SD
Izaak Walton Clubhouse**

CALL TO ORDER

Clint Waara called the meeting to order at 8:30 a.m. CDT on Thursday, March 9th, 2006.



Members Present were:

Clint Waara	Ann Larson	Ted Williams
Tim Neyhart	Brenda Smith	Anne Rieck McFarland
Renee Osborne	Beth Hosek	Cindy Taber
Danny Spotted Eagle	Travis Arneson	Ronda Williams
Dawn Kellogg	Kristen Blaschke	Wanda Seiler
Vikki Day		

Others Present were: Hoby Abernathy, Brooke Lusk, Tarra Stoesser, Norm Jerke, Deb Petersen, Teri Sass, Kristin Kiner, Arlene Poncelet, Jean-Claire Hamblin, Matt Cain, Julie Johnson, Daryl Kilstrom, Tom Scheinost, Kris Killeas, and Yvonne Reynolds

Clint Waara announced that he will be stepping down as chair and resigning from the PLANS group.

Clint asked for nominations for a new chairperson for the group. Brenda nominated Travis Arneson for the new chairperson. Dawn moved the motion and Anne seconded the motion. Travis Arneson will assume the role of chairperson at the next PLANS meeting.

Introductions



Clint introduced Jean-Claire Hamblin, who is the new Western Area Plans Coordinator.

Explanation of mailed material – Brooke Lusk

- Brooke explained the materials that were sent out in the last mailing.
- Brooke also gave some updates.

- Work World is being linked to the College of Direct Support website.
- Mike Walling will be returning to SD to provide benefits training during the months of April, June, August, and October.

Coordinator Fact Sheet – Brooke Lusk

- A fact sheet will be put together from each PLANS coordinator and distributed to members before each PLANS meeting.
- It will cover # of people being served, # of referrals, training, utilization of the College of Direct Support, Community Resources, and success stories.
- If you would like additional information on the Fact Sheet, please email your ideas to Brooke blusk@tie.net.

Supported Employment Provider Options – Brooke Lusk – refer to yellow handouts

- Brooke presented a short powerpoint from Joe Marrone's presentation on employment.
- Brooke discussed the three types of providers and how they are contracted:
 - Provider Type I – Department approved Adjustment Training Centers, Mental Health Centers, Rehabilitation Center for the Blind, etc.
 - Provider Type II – Consumer Certified Providers are required to meet minimal standards to provide job coaching or follow along service to the consumer.
 - Provider Type III – Private Providers are required to meet DRS provider standards and have a provider agreement with the Division.

Questions:

Wanda question: Are these services time-limited?

Brooke: Yes, VR services are time-limited. VR is another resource for PLANS to tap into. If someone needs long-term services, the waiver could provide these services. The two funding services work together. The person accesses VR services first, and if more support is needed, they access supported employment services through the waiver.

Wanda question: Is there data available from DRS on the different types of providers?

Brooke: Yes, I am sure that Bernie Grimme could provide us with that information.

Private providers are being used quite a bit.

Danny: How long should it take to go through the process?

Brooke: It shouldn't take too long. The applications will be sent to Bernie at the central office and after that a background check will be done. If the background check is approved, then everything should be set.

Wanda: It would be interesting to know in what situation Provider Type II is being used and if it can be replicated. Just see how it got started and how it is working.

Brooke: I will work with Bernie on that.

- Provider Type III is somebody that has their own business, i.e. self employed job developer, job coach, etc. The Division of Rehabilitation Services contracts with the provider.
- Provider Type I and Provider Type III and the two most commonly used providers.
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David Hammis Training – Brooke Lusk

- We have the opportunity through the Medicaid Infrastructure Grant to bring David Hammis into South Dakota at the end of August for four days of training.
- The first two days are a very intensive training for people who are familiar with the Social Security Administration and work incentives and very interested in being self-employed. These first two days contain information on writing a business plan, writing a PASS plan and how to implement those self-employment options.
- The third day will be a general session on self-employment.
- We also have a day for him to spend with the PLANS workgroup.
- He can show us person-centered processes and give scenarios of self-employment and customized employment as viable options for people with disabilities.
- The PLANS workgroup training will be in Sioux Falls on August 1st.
- Brooke will make sure that everyone on the workgroup receives the application for the 2 day training and the flyer for the other events.

Brenda: The whole process is very person-centered. I was amazed. Dave Hammis is part of Griffin-Hammis Associates. If you go to a search engine and type in Griffin Hammis, the website link will come up. <http://www.griffinhammis.com/> He has written a book titled, “Make Self-Employment Work”.

Anne: What would we want to take away from the training?

Brooke: I think we need to learn the process that they’ve been using with employers and people with disabilities. Also, what Dave will be doing is not a replica of the Mike Walling training. The people who attend the two-day training are people that we can then tap into to make this a possibility in our state.

Wanda: Is there anyway we can get 10 people from SD to do this, so we can get more information to see if we can move this forward?

Brooke: That is the purpose of the two day training. So, if there are people that the workgroup members know are interested, they should encourage them to fill out the application.

Tim: I wonder if when he is here we could ask him what type of person/situation he recommends for this to be successful. What qualities, resources, etc. does a person need? Maybe we could use Dave’s expertise to target 4 or 5 people to work with. The workgroup concurred that these were all good ideas for the training

PLANS Website – Hoby Abernathy and Matt Cain – refer to handout.

- We would like the workgroup's input on the content of the website.
- If you can think of anything, and it is reasonable, we can probably do it.
- Feel free to email either Matt or Hoby with any suggestions/ideas for the website. matt.cain@state.sd.us or habernathy@tie.net.
- Would like to make it more pertinent to self-direction.
- <http://www.state.sd.us/dhs/dd/PLANS/Plans%20index.htm>

Group input:

Daryl: I think it would be easier to understand if there were success stories or samples.

Ronda: Could you have quotes from satisfied customers?

Teri: Is there anything on eligibility on the website?

Hoby: No, not right now.

Kristin and Teri: I think there should be stories and updates on people that are being served.

Travis: The front page of the handout makes you want to read it and the website does not. Maybe each menu item could have a picture.

Danny: Maybe we could say what PLANS is all about – the history.

Brenda: Sometimes I see on websites they have a “cute” question and answer pages. (Frequently Asked Questions)

Anne: Could there be more links and could they all be kept together?

Travis: I think we need a new domain name. I think it is hard to find.

Anne: Is a domain name different from the website name?

Answer: A domain name might be something like “PLANS Family Support 360” and it would be it's own domain, not part of the state system. Someone has to maintain it though, and the state won't do that unless it's part of the overall system.

Clint: I think people would see this and wonder what is this all about? I think we need to display what we do and what the purpose is more clearly.

Wanda: What is your first choice?

Clint: Family Support Workgroup or something like that.

Travis: Brooke's contact information – I don't know how important it is on the main page.

Brooke: So, maybe move it elsewhere, but make sure there is contact information in case there are questions not answered by the site.

Anne: I think to keep it current is a challenge. I know it is one that we face.

Brooke: Can the BIT technicians do it?

Wanda: I can check.

Transition Services – Dave Halverson - refer to handouts: Inter-Agency Transition Checklist, School Transition Checklist, Adult Services/Resources, Independent Living Assessment

- Question to think about: How do you see the PLANS project collaborating with the Transition Project?



- Dave is one of three Transition Liaisons in the state.
- He is the Western Area Transition Liaison.
- The Inter-Agency Transition Checklist was actually developed by the Sioux Falls School District.
- The checklist contains some ideas on how to connect with the service providers.
- Julie and Bev Petersen have presented this at some of the transition forums across the state.
- Julie is working with Bev Peterson on a document like the School Transition Checklist but just for parents and people who got services.
- The Transition Services Liaison Project (TSLP) website is www.tslp.org.

Comments:

Brooke: Could we provide these documents on the PLANS website?

Julie: We are in contact with people from Pierre. We would like to put it on the Division of Developmental Disabilities and the Department of Education websites.

Ted: In transition, with new Medicare D, are there people who are transferring from school to work that this affects?

Tim: I think that there probably are – a solution would be to give them a Medicare D card.

Dave: The states cannot be anymore prescriptive than what the federal law states.

- Self-determination is the ability to define one's goals and take the initiative to achieve these goals.
- In an ideal world, the parent and the educator would be talking together to figure out who should be coming to the meetings, but it doesn't always happen.
- They should have someone from PLANS, or an Adjustment Training Center or Independent Living Center etc. attend the meeting to either talk about services or the application processes.
- The other thing that is suggested is that the family set up a visit if they are looking at an Adjustment Training Center. Or meet with a Resource or PLANS coordinator.
- People don't always know who to ask or where to go for the correct information.

Comments:

Dave: Are there any questions about self-determination?

Renee: How do you get schools to incorporate this into the transition process?

Dave: I think that there have been moves in that direction. Communication is a good first step.

Renee: If I go to the schools, who do I go to, the teachers, the board or administration – to tell them that this is what I want to see in my son's file before he graduates?

Dave: That is one way to do it. The other way to do it is to ask the Transition Liaison in your area to go and speak to the school. With the school districts, I can come in

and talk about things, but maybe the best change agents are parents who come in and talk about what they want. So I would say yes, that is a good way to get change made.

Julie Johnson: The school won't be the only one with the checklist – the parents will have one too and that way they can monitor each other.

Kristin: Do you know how long this document will take to complete?

Julie: Probably about 9 months – but there is forward movement and that is good.

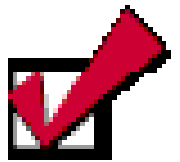
Renee: As a parent/guardian, I could keep a file on this?

Dave: I would say yes, that is a good way to get change made.

Julie: The entire binder is very thorough. I can share that. I have it on email.

Tim: I think one of the best questions to ask after each one of these is "Why?" and "How Come?"

- One of the new mandates of 2004 was that schools are required to conduct age-appropriate transition assessments. Things like the checklist from the Sioux Falls School district would be an appropriate assessment tool.
- Assessing IEP Self-Determination Skills – This is a copy of page 164 of the transition handbook. The transition handbook is an excellent resource.
- Assessment Checklist – this is a good tool to use when doing assessments. There is one for the parents and one for the teachers.
- In transition we want to get different perspectives, as well as the student's perspective.
- Independent Living Assessment – this document originated from Vocational Rehabilitation Services.
- The district is now required to fill out a summary of performance that would track the student's educational performance. Also, recommendations that would help them achieve long term goals.
- School districts are no longer required to conduct all elements of a three year evaluation.
- Parents have to agree that new testing is not needed, so parents have to insist that they want the full testing to be different and current and that the student needs this for transition purposes.
- The districts are not the bad guys, they have to follow mandates too.
- Parents don't understand what they don't know.
- The Adult Services/Resources worksheet is the Parent version. This is another tool designed to help school districts further expand who they might invite to the IEP meeting. There is also a school version of this document. This is from the Transition Tacklebox, page 23.
- The document titled Independent Living Assessment is in regard to the Employment Goal and it is something that came from Vocational Rehabilitation. They came up with a list of skills that they think most individuals need to live on their own and maintain employment. These are real world skills that are critical.
- The Parent Brief is a good source of information for parents. Explains what transition is and explains the process a little bit.
- These documents are not one size fits all.



- Dave's Top 10 Transition Team Tips are a list of tips that Dave compiled for teachers, parents, service providers, students, etc.
- Vocational Rehabilitation is kind of considered the gateway agency because there is a counselor assigned to every school in South Dakota.
- Transition forums are another thing that the liaisons use to get information out into the communities. The purpose of the forums is a mixer for teachers, agencies, and parents. It gives them a chance to hear about what each organization does. The forum helps them to find out a little bit about their eligibility and criteria too.

Dave: Does anyone have any questions about transition or anything we have discussed so far?

Anne: As a family member, this looks like it could be hard to digest and understand. It seems to be a lot of information – could it be streamlined?

Dave: It is very individualized in the nature of special education. The information I brought today are for students with more severe disabilities. It's difficult to get one document that is going to fit everyone. The checklists are very helpful for the teachers and parents.

Daryl: I would like to add a reaction. Everything I saw today is new to me, I haven't seen it before. I think it is wonderful. It proves to me that the resources are out there, it is just a matter of impact and connection.

Julie: Please don't forget that this is difficult for parents as well as for the student.

Vikki: I, as a parent, think this information is exciting! I would like to receive this information. How are the schools using this information?

Dave: We visit the schools on a regular basis. We are completing an updated Tacklebox that will be provided to each school. Many informative documents are included in this new Tacklebox. We have a Summer Institute scheduled, where teachers can spend a week learning transition and how to effectively handle situations. We also have a Parent manual that has a lot of different things that we use for parents.

Dave: I will be honest with you, not every piece of paper I've shown you today has been given to every special education teacher in the state; there is a lot of turnover in those positions. We just don't get to everyone – and we need to do a better job of that.

Dave: Any suggestions on how transitions programs could do better?

Ted: I know I go to schools and the difference between them is significant. I think some of them just aren't aware of their options.

Renee: Is there some way that the transition forums could be incorporated into the inservices at the schools? I know that our school tried to do that, but the inservices and forums are in the planning stages at different times, so it is hard to get the two to mesh. So, we kind of fell through there.

Dave: That's a good point. Teachers only have so much time that we can take them out of class, with the demands of No Child Left Behind and other obligations to the district. Transition is one small part of special education, but it is an important part.



Dave: We look at times like our Summer Institute, where we can have their total focus for four or five days in the summertime or also at the Special Education conference where we have a bunch of teachers in the same spot at the same time. Otherwise, contact is made individually, where we go out to the schools and meet with each teacher one on one. It is hard to make any drastic changes in a couple of hours.

Renee: It would be nice if all teachers could get together for four or five days. It's not just for the special education teachers, it's for all teachers and teachers aides. Are they mandated to go to the Summer Institute? It would be nice to consolidate the transition forums with the teacher inservices.

Clint: This should probably be an ongoing topic with the group.

Brooke: What I have heard from the discussion today, is to make sure information is out there and people receive it. Streamline it as much as possible. Go to the teachers/schools and inquire about inservices and forums being combined. I am also excited to say that Youth Leadership Forum has had more applicants this year than EVER before. We are very pleased and looking forward to that.

Wanda: Can I add something to that list - I think we need to focus on employment in transition. I think a long-term goal would be to focus more on employment, because it is a lifelong skill.

Break

Innovative or Non-Traditional Services – Anne Rieck-McFarland, Kris Killeas, Daryl Kilstrom

- Anne showed a powerpoint of current consumers at their places of employment and in their homes. There is quite a variety of both.
- Sioux Vocational Services (SVS) has been serving more individuals with traumatic brain injury.
- SVS has been involved in helping more and more people live in their own apartments and homes or with roommates.
- SVS focuses on getting individuals jobs in the community.
- SVC also works to help people volunteer in the community.
- SVS is collaborating with Southeast Technical Institute to provide classes to students.
- They strive to be open-minded and receptive to suggestions and new ideas.



Questions:

Travis: That class at Southeast, did SVS partner with them?

Anne: We worked in conjunction with Southeast, yes. A lot of people from SVS couldn't do that independently, so we provided staff assistance, at least in the beginning. In fact, Danny is taking a class there.

Danny: I am missing class today, but I am going back on Monday. I really like what I am doing at Southeast, because I get a lot from what they are teaching me.

Wanda: What class are you taking Dan?

Danny: It is about measuring, adding, subtracting etc.

Anne: We'd like to expand the classes to some kind of certification so they can use it for employment purposes.

Non-traditional things we do at VOA – Kris Killeas

- A number of families came forward and asked if we could do something different.
- We started an authorized Toastmaster chapter through our agency. This includes people with disabilities, people who receive services and people who work at the agency.



- Made a request to DD Council on a self-determination case management concept. What do people want for a job? For schools? Found out that listening to the families and individuals was extremely beneficial.
- We are really out there trying to communicate with different organizations.
- How do we all work together and make the best use of the funds we have? That is what we are trying to accomplish.
- People are choosing what they want to do and we try to make it happen for them.
- We are the fiscal agent for three family support programs in Sioux Falls. About 110 people get services through these programs.
- Internally we are trying to move from a group home setting to completing fourteen apartments. Trying to move people into more home-like environments.
- Our agency is trying to get the people that we serve to be part of the evaluation process. This is kind of a shift - we are going to ask them to evaluate the staff that are working with them.
- We are going to be meeting with Bev Petersen about the Transition project to discuss different available avenues.

LifeQuest – Daryl Kilstrom – refer to handout

- We have a new name for the Mitchell Area Adjustment Training Center for the first time in 30 years. The new name is LifeQuest. This came out of a year long planning process and we also revamped our mission and vision statements.
- We intend to plan to continue to evolve our services.
- We are very proud of Family Support in Mitchell – we started the first family support program in SD (not single-handedly). Started 14 years ago in May.
- LifeQuest is also the fiscal agent for two statewide Family Support programs for the Division of DD and the Division of Mental Health.
- We were the first PLANS fiscal agent.

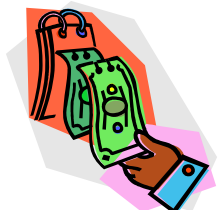
- These programs help them to be aware of individualized budgets and family support.
- Another thing that we have been doing for the last 5 years is what we call Community Support Services Program: An Option for Transition Services (refer to draft brochure).
- This program provides individualized self-directed services for people that are of the transition age – 18 to 21.
- Started with four young men who wanted and needed services, but didn't want to come to our vocational program.
- Combined service coordination, residential services and vocational services all into one person – Roxy Brown. She now serves 10 people. She helps them make a successful transition without having to go into the ATC.
- We emulated this program for a group of about 40 adults living independently or semi-independently in the area.
- We are providing direct services and support to a woman in Platte. The young woman is 19 years old and wants to stay at home in Platte. She has a lot of community supports and wants to continue that.
- Rewards: We are helping more people. The impact of PLANS has helped to motivate us to do something different.
- We are trying to do the same that all the Adjustment Training Centers are trying to do – take the service to the person rather than having the person coming to the place.
- We have changed our entire annual planning process to make it more outcome oriented – and more training centers are trying to do the same thing.



Seamless Services – Wanda Seiler, Dawn Kellogg and Brooke Lusk

- There is a lot going on right now throughout our state.
- It is hard to keep our arms around what is going on with Division staff of only 15 people.
- The Division is making this a priority.
- It has been an invigorating and liberating epiphany for me (Wanda).
- We started looking at groups we rely upon.
- The DD Council is one of those groups. We feel DD Council is secure in long-term funding options. The DD Council is represented in this group by Arlene Poncelet.
- The Family Support Council is authorized under executive order of the Governor. There are several people in this group who are or who have been a part of the Family Support council.
- The budget for supporting the Family Support Council activities is within the DDD budget, appropriated through the legislative process. Although members may come and go, this is one of the groups that we look to for leadership, to nurture our leadership, and provide a long term source of feedback.

- Another very stable and vital organization within our state is the South Dakota Association of Community Based Services represented in this group by Tom Schienost.
- SDACBS has been in SD for almost 30 years. We believe them to be very stable. We go to them for feedback and information and support of our initiatives. SDACBS represents 17 of the 19 adjustment training centers in the state.
- PLANS – what PLANS brings to our state is a diverse perspective. Although the DD Council does that also, for this group we really focused on the leadership aspect of it coming from self-advocates and family members. We feel that this group brings together all of the key stakeholders and has been a wonderful source of information for us.
- PLANS does not have the same funding stability as the other resources. Members are appointed to PLANS by Wanda.
- We're just entering the 3rd year for PLANS. Due to budget constraints, the budget will be cut \$20,000 in year three. So, while we believe this is a critical group, we also have to consider that the funding that supports these activities is not long term.
- Core Stakeholder's Group – comprised of some PLANS members and ATC directors. Working on several initiatives that have really gone beyond the intent of PLANS.
- By looking at the original PLANS grant, you will see that PLANS has really gone beyond the perimeters and objectives of the PLANS grant.
- It is overwhelming our PLANS staff and has really gone past the authority that the grant extends to this group. This is worrisome.
- Some of the things we talked about today, such as supported employment and transition, and things we didn't talk about today like housing and transportation in more rural areas of the state - these things are not getting the focus that we initially wanted.
- Where are these initiatives best suited? How do we keep our arms around all of it?
- We propose that the Core Stakeholder's group really focus on things outside of the perimeter of PLANS.
- Because PLANS is a federally funded grant, we have to continually meet and follow the objectives in the grant.
- The Core Stakeholders Group will address the issues that the PLANS workgroup have found to be important but issues we are not able to address within the PLANS grant. (External Case Management, going beyond PLANS to establish fiscal intermediary financial services etc.)
- Tom, Wanda and Arlene sat down and talked about how to address these issues without over taxing our PLANS staff. They talked about creating a systems change grant.
- Wanda presented the idea of a grant on External Case Management, Good to Great process, and financial management services to the DD Council. The DD Council was very interested. They voted



unanimously to issue a noncompetitive RFP for a systems transformation initiative grant.

- \$125, 000 from the DD Council with the Division being the primary matcher of those funds.
- This is a big change, but it is because we have created so much good stuff through this group. It is a change we had to consider, because we have done so much good stuff. We thought this was the best way to enhance the longevity of this group and the group's original goals.

Questions:

Daryl: So the focus of the PLANS group will go back to the seamless services issue?

Wanda: Yes. We just don't have the time and man power to work on all the ideas that have come out of this group.

Wanda: We will be using both of these groups for strategic feedback.

Family Support Council Follow Up – Dawn Kellogg – refer to handout

- There has been a family support program in SD since 1992.
- Vision has always been "Whatever It Takes".
- Vision is unique and has been a great success in SD.
- This is evidenced by the national core indicators.
- Family Support Council feels very strongly that PLANS should combine and become Family Support 360.
- We want to provide services in SD with continuity.



Questions:

Daryl: Are there going to be changes in the composition of the board? Additional groups represented, etc.

Dawn: We have a full council now and yes, we have diversified our members.

- There have been discussions on transition age and what to do as the parents/child age.
- Wanda asked us to make some suggestions on the definition of person-directed services.
- It means right, choice, freedom to choose, create more choices, assistance with choices.
- There are no pre-conceived notions – we leave them at the door.
- Need to promote and teach self-advocacy from the beginning – incorporate it into learning from the start.
- Need to create opportunities for education of families.

Brooke: When staff met in November, Wanda asked whether we thought we had created another program silo with PLANS next to Family Support. This is our chance to make things more seamless. The model that we chose for PLANS was the Family Support model. The difference is that we are serving adults and family support serves children.

- PLANS seems to mirror Family Support.
- We began discussing making these two programs more seamless.
- If you chose to leave Family Support and use PLANS, it should be more seamless.
- Talked about merging PLANS and Family Support.
- That is where the name came from: Family Support 360.
- Should Family Support and PLANS be intertwined? This is the question we would like to put out there for your discussion.

Wanda: Hoby is new to the group, and sometimes people who are not so involved can see things more clearly. We were basically talking about the transition process from youth to adult and all the work that goes along with it and Hoby asked us, "So why are you making families do this? Can't the support professional learn to do this?" We were really doing it for our convenience not the convenience of the family. And so it really made us step back a little bit and look at the whole picture. We think it is the right direction.

Dawn: Are we still going to have PLANS coordinators? Will they evolve into Family Support coordinators? Will they work with the child from the start and through the school age years? Would everybody educate each other so that everybody is evolving at the same point and has the same kind of knowledge?

Wanda: We've made some commitments to legislatures in seeking the appropriate funding and we have to obligate that commitment – we have to provide support to 120 adults. We will focus the PLANS coordinators training on adults. We talked about focus and we think the focus should be that the family gets choices. That is our goal.

Dawn: I guess I am just concerned about overwhelming the family support coordinators with all this information about adult services.

Wanda: So am I, but I think it is better than the families. Better the coordinators than putting more on the families.

Dawn: I know from being on the Family Support Council that it is a real hardship for the coordinators to age out the consumer when they turn 21. Oftentimes it is a special and personal relationship with their coordinator.

Wanda: There are always children waiting for Family Support and it is hard to put adults before the children. We need to efficiently maximize choice. We have to move this forward with families as the priority.

Vikki: To me, when we went with the name PLANS, we were teaching people to lead. It's a new path, a new direction. If we change the name, I am afraid we are on the same page as everyone else and I don't think that is the point. To me, PLANS is directed to adults. We need a new, fresh approach.

Brenda: I agree with you.

Brooke: There are a lot of similarities between Family Support Coordinators and PLANS coordinators. This includes policies and procedures, forms, and philosophy. Family Support Coordinators focus on children and PLANS coordinators focus on adults. Would this make sense – the Family Support 360 name covers it all but we have different staff with different expertise?

Travis: I've been thinking about this and comparing it to a bank. I used to bank at a bigger bank but no one person could handle all my questions. And I now bank at a little bank that has less resources but one person follows me everywhere. And personally, I like that better.

Renee: Travis, what are you trying to say with that example?

Travis: Well, we are talking about Family Support Coordinators and PLANS Coordinators and even though I like the names, I like the one person better...following the person from child to adult. I would like that better.

Teri: I've been working with some people – and telling the families it is your choice. We are all really about the same thing – even though there is more than one of us. Bottom line is that we are all on the same page.

Hoby: I guess when I see it, I see it as a seam in the seamless system that there are two terms – and that is not seamless. There are two doors, one if you are a child and one if you are an adult. It makes more sense to find out what their needs are and point them in the right direction. Couldn't there be one door they come to and then steer them to the correct program?

Tom: Would there be any value in training the coordinator to assist with adults and children? It seems to me that you would learn together.

Kristin: There is a seamless transfer if the family chooses to go from a Family Support Coordinator to a PLANS Coordinator. Transition is hard. There is a lot that I can learn about it and there is a lot that Family Support Coordinators can learn about transition.

Dawn: I just don't want any coordinators over-burdened.

Travis: Will we be losing our resources if we join both? If both coordinators attend an IEP meeting, it will take a two hour meeting times two, times how many meetings there are – that is a lot of lost hours.

Kristin: That is a good point. I think both attend meetings in order to improve choice and awareness. It is going to take time on both sides.

Travis: In my mind, the choice would be I don't like coordinator Ann, I like coordinator Bob. But they are under the same name.

Wanda: Do you think it is a good or bad thing to give people that choice?

Travis: In my mind, I think it is a better choice than different programs.

Wanda: I agree with you. You can have someone with all this expertise, but if you don't like that person, it isn't going to work out.

Travis: You could still do that under one umbrella.



Dawn: I move that we table this discussion.

Wanda: I make a motion that

Family Support coordinators and PLANS coordinators are of the same title - whether it is Family Support coordinator or PLANS coordinator – that they have the same name.

Renee: I second that motion.



Roll Call Vote: Yes - 9 & No - 5

Travis: The Core Stakeholder's Group, if that gets up and going, will it be working on the same goals?

Wanda: The Core Stakeholder's Group won't be working with Family Support or their programs. They will focus on the evolution of the system and some of the other issues, such as systems change.

Lunch

Report from Core Stakeholders Committee – Kris Killeas

- Kris reported about what the committee has been doing in conjunction with External Case Management.
- Our role as a committee was to ask some specific questions, so we came up with a vision:
 - As professionals who believe in possibilities for all people, we support the creation of additional support options for people, including External Case Management. In serving this vision, we will demonstrate our support by:
 - Listening,
 - Being open to helping create new opportunities,
 - Sharing our resources and expertise,
 - Making and facilitating changes in service options available to people,
 - Educating people about all service options,
 - Assisting and supporting other opportunities as they arise.
- We asked some questions and prepared action steps for future use.
- Kris gave an update on what was covered in the Core Stakeholders meeting held yesterday.
- We spent a little bit of time talking about Good to Great and national accreditation. Talked about how Good to Great and quality leadership come together.
- We talked about how to provide quality with all the different agendas going around.
- Jean Tuller broke down some of the discussion from the presentation by Michael Smull on Good to Great.
- We talked about person centered thinking skills and how to help the organization evolve.
- The Core Stakeholder's committee and the adjustment training centers will be working together on the Good to Great process in South Dakota.
- The Division and the SD Association of Community Based Services will be submitting a proposal to the DD Council to work on a systems change initiative to include external case management, Good to Great, and financial management services.

Council on Quality and Leadership Review – Donna Olivier

- The Council is going to be part of our Quality Improvement Initiative for Family Support.
- Back in 2004, MAATC (now LifeQuest) went through an accreditation process with Family Support.
- LifeQuest will be going through the accreditation process again in May.
- The council came in and assisted the Family Support and PLANS Coordinators with the training process.
- The goal is to create a quality system.
- The number of people that are interviewed will be based on the intensity of services provided.

Wanda: I would like to give LifeQuest a lot of credit for doing this – moving family support programs to accreditation is hard. It is hard to change but it is needed. I would really like to commend them.



Family Support Waiver Review with Center for Medicare and Medicaid Services – Donna Olivier

- CMS is coming to review our waiver on March 20th - 23rd.
- They will be looking at the Black Hills area and also the Pierre area.
- Prior to coming, they requested evidence of our program and what we are doing now.
- We had to submit it by February 27th and we did that.
- They will be looking at the new application process for the waiver.
- There is a whole new application process now.
- They will also be looking at the new 373Q report which was formally the 372 report. That is our annual report on family support reviews.
- They will talk about the evidence we submitted and if they have any questions on what we did we will have a question and answer session.
- Wanda is going to give them a presentation. She is going to talk about our Quality Improvement Strategies and our new waiver.

Daryl: Are there any negative consequences that could come from this review?

Wanda: Center for Medicare and Medicaid Services is our partner. I think they have always viewed our waiver very positively. They have been very supportive of our activities in the past.

Update: The review was postponed due to the weather.

Changes in Policy and Procedure – Deb Petersen

- To this point, Family Support has been very family driven.
- We reviewed the policies and procedures used up to this point and decided to try and make it easier. We are working on an overall change in policies and procedures.

- The question we'd like you to consider is - How can I convince or approach families on some tough issues? For instance, getting them to obtain and actually use a fire alarm. Getting them to leave the batteries in the fire alarm isn't so easy.
- These are some very difficult and touchy subjects. Health and safety, if it is not a good situation, it's tough to fix sometimes.
- It is really about building trust with these families.

Comments:

Julie: A woman spoke at the last Family Support Council meeting and said, you know, being Native American, the providers come in and they already have preconceived notions. The provider is imposing their values on the family.

Dawn: Talking about Cammy's placement – we were really concerned about Cammy, because, what if there was a fire? She knew how to crawl as a child, but now, if you get her on the floor, she will just sit. She doesn't understand that if there is a lot of smoke, she needs to crawl, or she could die. So when we spoke to the people she is living with – they have fire drills and she does fine, as long as she is with other people. She helps push another individual. But what if she doesn't get with that person or gets confused? It is a challenge and it is very scary.

Travis: Wanda knows I have a problem with quality assurance. It's not against the law. If it's not against the law, I don't know how we can force them. In Sioux Falls you can require a smoke detector when you build or remodel, after that you can't require that it has a battery in it. To educate them, but not force them, is really what it means to me.

Brooke: Some families will understand and welcome the education and information, and there are probably some families who are going to feel that it is an intrusion.

Wanda: If it was easy, everyone would do it. We just need to work with families to find a safe medium.

Clint: There are certain areas we don't want to cross, but we still have to provide quality services. Is there an easy answer? No. But we have to attempt.

Logic Model and FY2007 Application – Brooke Lusk – Refer to pink handout.

- This is a layout of what a logic model does.
- A logic model answers certain questions and helps measure certain areas.
- It will help give you a clearer picture of the strategy and activities that you want to achieve.
- It gives you a scale you want to achieve them at and the timeframe.
- Included with that logic model are:
 - Outcomes: what you want to see at the very end.
 - Outputs: measurable activities.
 - Activities: your services or strategies.
 - Inputs: your resources.
- The questions you want to ask yourself in developing your logic model:
 - Is this model attainable?
 - Does this model make people want to support the project?
 - Are results possible to achieve?

- It is not meant to be a static document. It's meant to be a progressive document.
- We will be expected to do a logic model for our project. This is something we will be asking you to help us develop.
- It will be the same type of process as the Path Plan that we developed as a group.
- We also received the information for our continuation application for the third year of the project.
- We have a couple of weeks before we need to submit the application and we want to get your feedback.
- We receive \$230,000 of federal funding and then the state matches it.
- We are ahead of the game in comparison of the other states because we've worked on the waiver amendment and because we have done everything we can to be sustainable once the grant funds are gone.

Danny: If funding gets cut, that means we won't be able to keep on with this.

Brooke: The services that people are getting will continue. As Wanda talked about the different committees and things that are involved, there may come a day that our PLANS workgroup doesn't meet anymore – but that is in the future.

- Looking at planning for year three of the project, we know we have to keep some of the basic things in place and that is providing services to at least 50 families every year. For the Administration on Developmental Disabilities, that means 50 different families each year. So, by the end of our five years we should have served 250 families. This is non-negotiable.
- We also have to develop plans with the families, based on their needs.
- One of the requirements is that we focus on three services each year and add three different services each year.
- For year three, the services that we listed are:
 - Housing options
 - Transportation
 - Continuing Education

Danny: How much will it cost if we bring Dave Hammis in for training?

Brooke: All trainers really vary in their cost. The low end is about \$700/day and we have to pay the transportation and rental car, if they need one. It can cost as much as \$3000 per day. It just depends on who the speaker is and what the training is.

Travis: Are there other communities that don't even have a cab?

Brooke: There are opportunities out there even in the rural areas, we just need to tap into them. I think we are getting better at that, but I think we need to research it a little more.

Renee: We have a situation in Milbank, where we have a community bus service and its run by three volunteer drivers. They've made students rush through lunch at school, so that they can keep their schedule. It always seems a little bit late getting them where they need to be and a little late picking them up.

Brooke: It is there, it just



isn't real dependable.

Renee: Exactly.

Brooke: So we are looking at this as a barrier.

Brenda: I think the cost seems to be a barrier. And I think it is a reasonable cost, it just adds up for people.

Brooke: So you think that this issue would be time well spent for Year 3 of our project?

Brenda: Yes, I think so. I think the areas that you mentioned are a great start!

Continuation Application 2007 – Group input – Planning for the future

- Social
 - Develop relationships
 - Building natural supports
- Transportation
 - Getting information to people
 - Identifying barriers (getting together with friends, life doesn't end at 5 p.m.)
 - Dependability
 - Times available (no weekends)
 - Costs
- Continuing education
 - College of Direct Support
 - Health and safety
 - Financial literacy (tap into bank programs)
 - www.handsonbanking.org
 - FDIC product
- Housing
 - Home ownership
 - NESDCAP or ICAP (partners)
 - Black Hills Neighborhood Project
 - Grace Backman (HERO) – SDHDA
 - Modifications
 - Adaptations for home ownership
 - Classes (1st time homeowners)
 - Partnerships
 - Identifying people and bringing them forward
 - Home ownership for people w/ disabilities committee
- Accessible/seamless services
 - Not taking so much time to get through the process i.e. eligibility, paperwork
- Employment
 - Job development in smaller communities
 - Discovery concept
- Data collection needs
 - Meeting federal requirements

- Website

Brooke: One update that I'd planned to give stemmed from the last meeting when we talked about the helpline. Hoby has just finished submitting information to them about the local PLANS programs. So, people should be able to find information about PLANS via that route. Another development is that I talked to Judy Struck with the Center for Disabilities this week and she is very interested about working with us on this issue because they get a lot of calls for information too. People find things in different places. But no matter where they go to find that information we should be able to give that organization or agency or person accurate information to provide to those families and those people with disabilities. This will provide information to people wherever they go to get it and when they need it. I think that there are a number of organizations that will work on this with us.

Brooke: We will incorporate everything we have done in the last two years into this continuation application. We will also incorporate everything that you have outlined today. If you think of anything in the next two weeks, give me a call or send me an email. blusk@tie.net

Break

Definitions – Brooke Lusk – Refer to handout

- Please read over these documents when you have time.
- External Case Management is not included because I couldn't find an actual definition, other than the obvious, that it is outside of where you're getting services.



Comments:

Wanda: The distinguishing factor here is to meet the Center for Medicare and Medicaid Service's (CMS) requirements. CMS requirements are in consideration of this: if you are a case manager, you can't purchase services on behalf of an individual from the agency that you work for and therefore, we basically added that term external case management. An example of that would be family support coordinators. We think of them as being very community inclusive and driven. The feds don't see them as external case managers. People are confusing this with the self-determination movement, but it is a conflict of interest issue.

Brooke: I would say that if you look at the definition of support broker, it is a similar definition to a case manager. But the definition does fall under the area of self directed services. What we planned on doing during this agenda topic is deciding what the definitions are, however, this has already been done. What we need to do is figure out how to utilize these in South Dakota.

Review of Actions Taken During Meeting – Clint Waara

- Elected Travis to be the new chairperson.
- Specified PLANS reach or scope.

- Voted to unify all the coordinators under one title.
- Reviewed the logic model for 2007 and provided input.

Comments:

Wanda: We rely on this group for recommendations and we usually follow those recommendations. We also have the Family Support Council and I will be speaking with them tomorrow evening on this issue. We will take their suggestions into consideration as well. I believe we need to step back a little before we move forward on the issue of the coordinators' title.

Burning Issues for the Next Meeting - Clint

- Family Support coordinators and PLANS coordinators unified under one name.
- Faith Based Organizations
- Housing – seemed to be a lot of interest and discussion on this topic.

Next Meeting Date – Clint and Brooke

- June 21st & 22nd or June 28th & 29th.
- Family Support meets June 23rd and 24th.
- Location suggestions – Redfield, Watertown.

DD Council Forums – Arlene Poncelet

- April 4th, 5th, 6th and 7th.
- These are for anyone but specifically for those who attended the Alliance for Full Participation Summit.
- Please fill out the DD Council survey sent out to you by Brooke Lusk. The due date has been extended to March 31st. If an area doesn't pertain to you, you don't need to fill out the entire survey.
- At the last DD Council meeting in January we had a discussion about our mission statement and values. We changed the mission statement by one word, we changed individuals to people.

Meeting adjourned.

